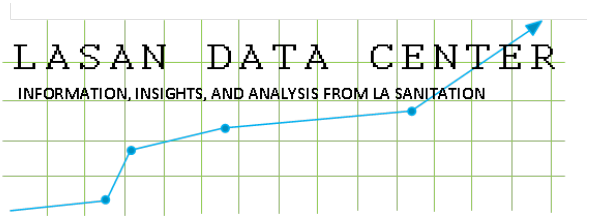

August 23, 2019

This week, CSLA reporting includes closed data through August 16, 2019. In the past 7 days, LASAN CSLA teams have responded to 961 Illegal Dumping service requests and 565 Homeless Encampment cleanup service requests.

To date in August, LASAN CSLA teams responded to 1,775 Illegal Dumping service requests and 1,377 Homeless Encampment cleanup service requests.

The average wait time for July 23 – August 13 call times was 7 minutes and 34 seconds. On August 14, LA Sanitation switched to a new Interactive Voice Response (phone) system. The calls are routed and answered by our agents. Data is unavailable at this time as we are still fine tuning our system.